

**From:** Jerry C. Johnson  
**To:** Microsoft ATR  
**Date:** 1/3/02 9:48am  
**Subject:** Microsoft Settlement

1/2/02

Dear Sir:

I have recently purchased a home computer with Microsoft Windows XP Home Edition operating system preinstalled.

First, I found that as part of the user's agreement, I had to agree to allow Microsoft to upgrade the operating system and install supplemental software while I worked on the internet. By using this approach to maintaining the operating system, I will not be able to apply fixes and upgrades myself if I decide not to use the internet. In addition, I do not want Microsoft determining how I use the internet. Finally, no one has been able to explain what types of supplemental software Microsoft plans to install.

Secondly, I found that other Microsoft programs that came pre-installed on this computer also set up communication links with other remote computers, which I can only assume are Microsoft computers. I have no idea what types of information is being transmitted while these links are open.

Thirdly, I found that I was not provided with an original copy of the operating system on a CD for me to use to restore the system if I have problems or to restore files if they become corrupted. Instead I am required to provide space on my hard drive for a backup copy of the operating system that they can use to restore my operating system if I have any problems. This is a poor strategy to system recovery, because I cannot do normal system maintenance myself. And, if I have a hard drive failure, I have to buy a new hard drive with an operating system already installed, where I should have the option of replacing the hard drive myself and using the CD to restore the operating system.

I believe that Microsoft is using unfair business practices by depriving me of my right to maintain my own computer if I so desire, and by transmitting information from my computer where I have no idea what the information is. I also believe that Microsoft is infringing on my right to use the internet and my computer as I wish..

Thank you.

Sincerely,

Jerry Johnson

